

DAFTAR PUSTAKA

- [1] Bain,L.J. dan Engelhardt,M. (1992). *Introduction to Probability and Mathematical Statistics*. United States of America: Brooks/Cole.
- [2] Bronson, R. dan Naadimuthu,G. (1997). *Schaums Outline of Theory and Problems of Operations Research*. New York: McGraw-Hill Company.
- [3] Ecker, J. dan Kupferschmid, M. (1988). *Introduction to Operation Research*. New York: Jhon Wiley and Sons.
- [4] Gross, D. dan Harris, C.M, (1974). *Fundamentals of Queuing Theory*. New York: Jhon Wiley and Sons.
- [5] Hillier, F.S. dan Lieberman.G.J. (2010). *Introduction to Operation Research Ninth Edition*. New York: McGraw-Hill Company.
- [6] Kumar,R. dan Sharma, S.K. (2012). "An M/M/1/N queuing Model with retention of Reneged Customers and balking". American journal of operational research. 2(1),1-5.
- [7] Liao,P. (2011). "A Queuing Model with Balking Index and Reneging Rate". International of Services and Operation Management. 10(1),1-12.

- [8] Nawawi, A.U. dan Binatari, N . (2017). "Analisa Sistem Antrian M/M/1/N dengan Retensi Pelanggan yang Membatalkan Antrian". Jurnal Matematika UNY. Vol. 6 No. 2, 11-18.
- [9] Pratama, E. dan Devianto, D. (2013). "Analisis sistem antrian satu server (M/M/1)". Jurnal Matematika UNAND. Vol. 2 No. 4, 59-66.
- [10] Sinulingga, S. (2008). *Pengantar Teknik Industri*. Yogyakarta: Graha Ilmu.
- [11] Supranto, J. (2006). *Riset Operasi untuk Pengambilan Keputusan*. Jakarta: Penerbit Universitas Indonesia.
- [12] Taha, H.A. (2007). *Operation Research an introduction*. New Jersey: Pearson Education.
- [13] Walpole, R.E. (1988). *Pengantar Statistika*. Jakarta: Gramedia.
- [14] Winston, W.L. (1994). *Operation Research*. California: Duxbury Press.

